SPIKES	Delivering Serious News
SETTING	*Find a quiet location; private if possible.* *Invite the important people to be present.* *Have tissues and enough chairs.* *Turn off the ringer on your phone/pager.*
PERCEPTION Determine what the patient knows already	*"Tell me what you understand about your illness."* *"What have the other doctors told you about your illness?"* *Look for knowledge and emotional information as the patient responds*
INVITATION Clarify information preferences	*"Would it be okay for me to discuss the results of your tests with you now?"* *"How do you prefer to discuss medical information in your family?"* *"Some people prefer a global picture of what is happening and others like all the details, what do you prefer?"*
KNOWLEDGE Give the information	*Give a warning... "I have something serious we need to discuss"* *Avoid medical jargon.Say it simply and stop. (e.g."Your cancer has spread to your liver. It is getting worse despite our treatments.")*
EMPATHY Respond to emotion	*Wait quietly for the patient.* *"I know this is not what you expected to hear today."*"*This is very difficult news."*
SUMMARY Next steps and followup plan	*"We've talked about a lot of things today, can you please tell me what you understand."* *"Let's set up a follow-up appointment."*

Goals of Care Conversations training was developed by VA National Center for Ethics in Health Care through contracts with VitalTalk. Updated 01/2018.
www.ethics.va.gov/goalsofcaretraining/practitioner.asp